

THE TRANSFORMER

TRANSPORTATION'S NEWEST SENIOR MASTER SERGEANTS

2T0X1

Hobbs, Larry J.
Love, Curtiss R.
Palting, Florendo R.
Parsons, Steven C.
Ventura, Constance
Williams, James L.

2T1X1

Harris, Randy L.
Hlavac, Joseph E.
Hunsinger, Carl
Jackson, Antoine
Mangus, Ross J.
Richardson, David A.
Westbrook, John H.
Whitaker, Charles L.

2T2

Bialcik, Randy M.



Black, George H.
Buchanan, John M.
Gregg, Charles R. Jr
Harris, Norzell
Kienitz, Robert A.
Monroe, Garry A.
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Skelton, William F.
Varney, Edland J.

Vinup, Maria T.
Walters, Francis E.
Werner, Keith A.
Westall, Ronald
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2T3

Balzart, Mark P.
Billings, David W.
Harden, Clarence A.
Hunt, William F.
Lewis, Sherrill L.
Mesecher, Tim A.
Nikolaidis, Manthos
Richardson, Leroy
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Under New Management--Soon!

By Capt Richard Schrauth

There will be two personnel changes at JPPSO-San Antonio in May: A new commander and a new program manager for The Transformer.

New Commander

Col (s) Worthey O. Brisco will be leaving us in early May to become the Logistics Group Commander at Aviano AB, Italy. This was the second opportunity I have had to serve under his command. Although his time at JPPSO-San Antonio has been short, his genuine concern for the morale and welfare of the unit is evident in the "way he does business."

Lt Col Brisco initiated civilian commander's calls which gave our DoD civilians, comprising over two-thirds of our workforce, an avenue for information sharing. He tackled a flex

time/compressed work schedule issue, greatly boosting morale. His "Good On Ya" award program recognizes our folks that do ordinary things in an extraordinary way.

We wish Col Brisco and his wife, Kathy, the best of luck at Aviano AB.

At time of printing, the name of the new commander for JPPSO-San Antonio has not been announced.

New Program Manager

I will be moving on to be an ROTC instructor at Southwest Texas State University in San Marcos after completing 2 years as program manager.

I have thoroughly enjoyed my tour with JPPSO-San Antonio. It is more than a military unit—it's a family. Many of the people who PCS from here continue to communicate with the unit, and many find their way back

here for another assignment. There are several of our civilians that were stationed here as active duty military, retired, and came back on board as a DoD civilian. Why? Because JPPSO-San Antonio is a great place to work, whether you are military or civilian. I am thankful for my opportunity to

The purpose of The Transformer is to provide all Air Force transporters a chance to see what their counterparts are doing in the quality arena. It is a product of an Air Force Wide Transportation Process Action Team whose mission was to find a way to communicate quality crosstell information to all transporters. This service is only one part of a three-part process to gather crosstell and then pass it on to all transportation organizations and units. We encourage you to make copies of each issue and pass them on to all personnel in your unit.

The Transformer is distributed on a quarterly basis. If your unit personnel would like to contribute, please contact your organization or MAJCOM POC (MAJCOM POCs are listed at the end of this document).

become part of the JPPSO family.

Mr. Al August will take the helm beginning with Issue 13. Mr. August has been in the Air Force Transportation business for over 37 years, and has much insight to add to the publication. SSgt Dave Gibson will continue to be the Assistant Program Manager.

How will this affect you, our readers and writers? There are several procedural changes that you need to be aware of.

First, please direct all e-mail communications from this issue on to: xtell@jppso.rnd.aetc.af.mil. This will allow your e-mail to get through even when the program manager or assistant is TDY or on leave.

Who do you call for assistance? Please direct your calls to SSgt Dave Gibson. He will be able to answer 99% of your questions. Of course, Mr. August will be happy to field any questions you have for him.

Who do you send articles to? You will continue to route your submissions to your MAJCOM POC, who will e-mail them to the xtell address.

The most important aspect of The Transformer has not changed: You! This newsletter is nothing without your inputs. In my new capacity outside the transportation arena, I will rely heavily on you to keep me up to speed on the latest and greatest happenings in transportation while I work ROTC for 3 years. Keep the articles coming!

AERIAL PORT OPERATIONS

Phase II Update

There has been a recent reorganization within the HQ AMC Directorate of Operations (HQ AMC/DO) resulting in the realignment of some duties within the Directorate. Of significance to many of us in the Aerial Port community is the OPR for the AMC Phase II (ALC) Aircraft Loading program has been transferred

from HQ AMC/DON (Aerial Port Operations Division) to HQ AMC/DOZ (Air Transportation Programs Division).

Effective 1 March 1997, the individuals managing the AMC Phase II program are SSgt Jesus Torres (torresja@hqamc.safb.af.mil) and MSgt John McDaniel (mcdanlj@hqamc.safb.af.mil). Both can be reached at DSN 576-2951. Many of you have probably dealt with MSgt McDaniel in the past regarding issues pertaining to Air Transportation Training. I ask that you provide SSgt Torres and MSgt McDaniel the same level of support and assistance you have provided me over the past 15 months.

1996 was an extremely busy and



productive year in which we've:

- Superseded AMCR 76-7 with AMCI 24-101V7, incorporating significant changes in policy and procedure.
- Revised C141 course curriculum for the first time in 5 years.
- Successfully completed the first year of the C17 Phase II program.
- Developed and implemented the C5 Phase II program.

In October 1996, we held a worldwide Phase II workshop at McChord AFB WA. As a result of the workshop, we had the opportunity to crosstell information and discuss items of interest amongst Phase II stations worldwide. Agenda items included:

- Review/validation of Volume 7.
- Review/validation of C141, C5, and C17 course curriculum.
- HQ AMC inspection of Phase II units, and development of inspection checklists.

In February 1997, during the official transfer of OPR-ship, DONC and DOZM:

- Revised Volume 7. The revision is currently in draft version and being coordinated within HQ AMC. Look for the revised Volume 7 to be released early Summer '97.
- Made changes to C141 and C5 course curriculum. Revised course curriculum for each type airframe. Packages have already been sent and should be in the possession of each applicable station.

Special thanks and gratitude to TSgt Jeff Tilley, TSgt Kevin Cooper, SrA Mark Pettis, and TSgt Steven Osborne of the 437 APS, Charleston AFB, for developing the course curriculum for the C17 Phase II program. A tremendous undertaking professionally accomplished. We will all benefit from their efforts.

Once again, I thank each and every individual associated with the Phase II program for your support and guidance. Your inputs have helped to make a strong Phase II program even stronger in the past year. There's no doubt that the program is only going to become more promising and successful in the near future. However, your continued support is paramount.

The following AMC units are authorized to Phase II load and unload the type of aircraft identified:

60 APS: C141
62 APS: C141
305 APS: C141
436 APS: C141
437 APS: C141, C17
623 AMSS: C141, C5
627 AMSS: C141, C5, C17
630 AMSS: C141, C5
632 AMSS: C141, C5
633 AMSS: C141, C5
635 AMSS: C141, C5

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GATES Update

The Global Air Transportation Execution System (GATES) team is working to ensure Build One initial operating capability is implemented in Nov 97, as scheduled. The GATES program is currently in the first of three spiral, concurrent builds. When all builds are fully implemented, GATES will be the fully integrated air transportation system for AMC to support US Transportation Command's DTS 2010 Integration Plan requirements.

GATES will integrate and modernize the functionality of AMC legacy systems: AMC's Headquarters On-Line System For Transportation (HOST), Passenger Reservation and Manifesting System (PRAMS), Consolidated Aerial Port System II (CAPS II) and the HQ AMC Communications Gateway. The functionality of these pre-existing systems is reorganized in GATES under the following categories: (1) Cargo Processing, (2) Command and Control, (3) Passenger Processing, and (4) the Communications Gateway.

Build One will integrate and modernize the functionality of HOST and its associated subsystems: UPDATE, Commercial Update, Transportation Reporting and Inquiry System (TRAIS), Commercial TRAIS, Military Airlift Clearance Authority, Channel Requirements Quota System, Over/Short System, Report Processor, and Converter. Also, PRAMS current functionality will be retained and improved. The developer for GATES has conducted several reviews of the windows and functionality of Build One for the projected users. The users have expressed enthusiasm for

improvements over legacy systems. Popular improvements include a well-designed Graphical User Interface (GUI). The GUI allows the user to navigate in GATES using graphical tabs, button bars and taskbars while providing intuitive help, as needed. The users identified opportunities for improvement to the Program Manager and developer through these sessions.

Build One's first computer software configuration item, Decision Support, is currently undergoing software qualification testing. The testing began 3 Mar 97 and so far testing has gone well. A few minor Software Problem Reports (SPRs) and Document Problem Reports (DPRs) have been opened. They are low-impact type problems and the testing is going smoothly and staying on schedule with estimated completion date of 28 Mar 97.

While Build One is moving towards fielding, the GATES Program Manager is also preparing the path for GATES, Build Two (CAPS II Functionality). System requirements, pending software problem reports and baseline change requests from legacy systems are being reviewed. This effort will ensure the development of Build Two will include all user requirements including identified deficiencies in the legacy systems. Build Two is scheduled for initial operating capability in Nov 98. User workshops are being developed to bring critical expertise in from the field. We welcome your ideas, concerns or questions.

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Revision of AMCI 24-101, Volumes 9 and 11

HQ AMC/DONC (Cargo Management Branch) will be revising AMCI 24-101, Volume 11, Cargo and Mail, in the Spring of 1997. Estimated release date is October 1997.

Additionally, AMCI 24-101, Volume 9, Air Terminal Operations Center, will be revised in the Summer of 1997. Estimated release date is January 1998.

This is your opportunity to make a difference. Stop talking about how you'd make things better and do something about it! We solicit your inputs for any changes, deletions, additions, or corrections you would like to have considered.

Please provide your inputs!

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Air Mobility Express

The Air Mobility Express (AMX) Performance Work Statement to contract terminal services at a commercial hub is in the final stages. General Kross requested the USTRANSCOM staff review both the commercial and military Concept of Operations for AMX. Experts from Aerial Port Operations (DON), Operations and Transportation Systems Support (DOU), USTRANCOM/J-3 LLR, and Air Transportation Programs (DOZ) developed In Progress Reports to address the CONOPS. USTRANSCOM/DCINC/J3-J4 and AMC CV/DO have all approved the changes to the CONOPS and final

approval from General Kross is expected on 8 Apr.

Upon approval, the CONOPS will be briefed to the theater, unified, combatant, and subordinate commanders and incorporated in operational (OPLAN/CONPLAN), functional and operation orders (OPORDS). Additionally, the USTRANSCOM staff will coordinate with the unified and specified commands to include AMX into theater distribution plans. Much work in this area has already been accomplished by the USAF Directorate of Transportation and USA CASCOT Battlefield Distribution Task Force. Finally, AMX is scheduled to be part of a joint exercise in FY98. Incorporation into an exercise will provide a benchmark for future use of AMX.

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VEHICLE MAINTENANCE

Oil Analysis Saves Resources

US federal and state legislative bodies are continuing to implement more stringent policies concerning the disposal of waste oil, while tightening enforcement of existing regulations making disposal costly and labor intensive. In PACAF, thousands of gallons of automotive engine oil are bought, used, and disposed of yearly. Therefore, we started investigating ways to reduce our waste oil generation.

We concluded current oil change intervals based on a fixed mileage and/or time criteria were outdated and did not take into account advances in oil additives that improve the oil's durability. As a result, vehicle maintenance flights were probably

changing oil more often than necessary.

Using equipment approved by MEEP (Management Equipment Evaluation Program) we developed and operated a 1-year test program to investigate the feasibility of using oil analysis to determine when to change engine oil. The test program encompassed five bases using approximately 5,000 vehicles. Vehicle fleets on oil analysis averaged a 50 percent reduction in waste oil generation during the evaluation. They also experienced an equal reduction in the amount of new oil purchased.

We also installed by-pass filters, designed to extend oil drain intervals, on 500 vehicles (100 at each base) in the test program to evaluate their use in an Air Force vehicle maintenance function. The by-pass filters were fully compatible with an Air Force vehicle maintenance function and those vehicles with a by-pass filter installed normally generated less waste oil than vehicles without a by-pass filter.

PACAF is currently publishing an automotive engine oil analysis manual to provide guidance to PACAF vehicle maintenance flights on initiating, funding, and operating an oil analysis program. Within the next 3 to 5 years,

all PACAF vehicle maintenance flights will be using analysis to determine when to change engine oil.

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Reducing Tire Costs

U.S. Army TACOM's Patricia Main wants you to know they may be able to help you reduce your tire costs.

She says: Tires can mean big bucks when it comes to maintaining and supporting US Military fleets. And, with today's declining budgets, it's one area that many of you can look into in order to reduce your operating costs. Proper tire maintenance, repair, and inspection practices can lead to significant savings--along with enhancing the safety of our men and women in uniform.

TEAM TIRE, your DoD Integrated Tire Manager, has developed an in-depth tire maintenance program in partnership with the International Tire and Rubber Association (ITRA). It is available to all services and it will

Remote Mounted Lube Oil Filter, Oskosh R-11 Refuelers

Oil changes on R-11 Oskosh Refuelers have been a tedious and time consuming task. Due to the location of the filter unit, oil spills are common, and installing a full filter nearly impossible. Running an engine with an empty filter causes wear of the engine's main bearings due to the loss of oil pressure until the new filter fills, creating pressure.

Using the Cummings Engine remote lube oil filter kit, and substituting one adapter, we have eliminated the mess, loss of pressure, and reduced time to under 5 minutes. Complete kit, including LF-300 filter is \$425 plus an additional \$170 for correct adapter. Installation of kit is under 3 hours and pay back will be less than 2 years. This increased engine life, reduced environmental impact due to spills, and reduced time by 45 minutes.

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assist you in your efforts to reduce fleet operating costs.

The training is geared towards all levels of maintenance--from operators, to mechanics, to tire inspectors. It's a three day course covering hands-on and classroom instruction. Students learn the basics of tire construction, tire markings, inspection, classification criteria, tread wear/limits, repair, correct tire inflation procedures, tire mounting/demounting, and more.

Classes are presented by the ITRA in Louisville, Kentucky. Tuition (\$365.00) and travel expenses are the responsibility of the student's organization.

Make a small investment in training and commit to reducing your operating costs by enrolling today! For more information please contact the ITRA, toll free at 1-800-426-8835 or TEAM TIRE (Dan Cottone) at DSN 786-8379 or commercially at (810) 574-8379.

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CD Automation

Whether we like it or not, vehicle maintenance has been thrust into the automation era. In fact, most of the software coming out now is CD ROM based. So how do you apply it most effectively? Here at Yokota, we've added a new weapon to our automation arsenal.

Through the use of a 14 bay CD ROM server (connected to our LAN server), we'll be able to run all of our CD ROM based software through our LAN. This includes Mitchell On-demand manuals, FEDLOG, and AF Publications. This top of the line equipment, although expensive (\$10K), will provide immediate access

to vital information for every work center within the flight. CD-ROM servers such as this can access all the CDs from different work centers, simultaneously.

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Direct Vendor Delivery

TACOM's Chris Wigton wants you to know about Customer Cancellations on tire/tire product contracts using direct vendor delivery/electronic data interchange (DVD/EDI) program.

Direct Vendor Delivery (DVD) is a new system put in place to save our customers delivery time and unnecessary shipping costs. Requisitions are immediately forwarded to a contractor for shipment directly to the customer. Depots are completely avoided to save on handling/storage charges and ship time.

The current automated program places each requisition on contract and



is forwarded to the contractor almost immediately upon receipt of the requisition at TACOM. Due to this instantaneous action, customer requests for cancellations (partial or total), quantity changes and/or priority changes on requisitions for DVD/EDI NSNs cannot be approved as the original requisition data will already be contractually binding. The customer will receive and be billed for the original requisition quantity.

Please make every effort to ensure your original requisition data is

accurate. The goal of DVD/EDI is decreased pipeline costs and ship time.

For a list of tire NSNs included in this program or any further questions, contact Team Tire via e-mail: teamtire@cc.tacom.army.mil

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Vehicle Depot Production Schedule Now on the WWW

On 18-22 Nov 96, HQ AMC/DOZ hosted the Enroute Commanders Conference. The enroute commanders wanted to know if they could gain visibility of their respective vehicles scheduled for depot along with those vehicles currently in the depot facility.

In an effort to assist the enroute commanders, HQ AMC/LGTV developed two separate web page links. The first link provides all levels of management, no matter which command they are assigned to, a list of vehicles currently in depot with the estimated completion and shipped dates. The other link provides the induction dates of those vehicles scheduled for depot in FY97.

These links were created using the monthly production schedules from WR-ALC/LVM and E-Mail letters giving the induction dates. You can access this information through <http://amclg.safb.af.mil/lgmain.html>.

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MEEP 1: ET94-53 - Compatible Vehicle Air Conditioner Refrigerants

As of 31 December 1995, production of ozone depleting R-12 refrigerant has ceased entirely in the USA. Supplies of R-12 are becoming scarce and prices have increased and will become progressively higher as stock levels diminish. Replacement of R-12 with EPA authorized R134a refrigerant requires retrofit of some vehicle air conditioning components which has run as much as \$1,500.00 (counting labor). R-134a may not be as proficient as R-12, especially if using some of the R-12 components, in city type driving--which is basically the kind of driving experienced on an Air Force base. In the meantime, Air Force vehicle maintenance managers had to cease use of R-12 in all but selected types of vehicles, and a severe restriction on the amount of refrigerant vehicle maintenance managers can buy is now in effect. This means only purchasing enough to service vehicles listed as critical, such as ambulances and fire trucks. This creates a hardship on managers and, at least at hot tropical climate areas, vehicle users.

In their message, R251956Z Jan 96, the Air Force Vehicle Management Directorate identified three alternate refrigerants as being approved replacements in Air Force vehicles/equipment, i.e.: RB-276, FRIGC FR-12, and another one called R-406A made by Monroe Air Technologies Inc. As of January, the latter product was still undergoing testing by EPA.

We evaluated two approved alternative refrigerants to R-12.: "RB-276" and "FRIGC." During the evaluation period, there were no system failures or maintainability problems associated with either of these alternative refrigerants.

A. "RB-276" Automotive Refrigerant, made by Freezone, Inc. (formerly known as Patriot Consumer Products

Inc.), PO Box 24786, New Orleans LA 70124, (504) 288-2847.

Designed to use the same charging equipment, without replacing any components or performing any of the time consuming acts normally required to replace R-12 with R-134a. It is non-flammable and non-toxic, with no known side effects to humans.

Test results of the RB-276 portion are favorable. Systems were thoroughly checked prior to refrigerant conversion. After running the A/C systems for 4 months, the systems were again inspected and temperature checks made. The refrigerant performed as advertised.

Due to compatibility of RB-276 with R-12 no special training is required for use; there is no need to replace any system components, saving labor hours and funds. The only parts that must be replaced are the fittings used to charge the system. Based on data received to this point, RB-276 appears to be a viable alternative to R-12.

B. "FRIGC" (FR-12) from Intermagnetics General Corp, 1833 Vultee St, Allentown PA 18103, (610) 791-6700. A blend of 134a hydrocarbon and 124a.

FRIGC refrigerant was evaluated at three Air Force installations. The product was installed in nine vehicles and used for a period of 9 months. It was noted that FRIGC required very little training for application, use or installation. It took approximately 1.5 hours to install FRIGC into an air conditioning system, with a materials cost for retrofitting averaging about \$10 per system. The cooling capability of FRIGC was equal to, and in some cases superior to, R-12 refrigerant. Use of this refrigerant is considerably cheaper than retrofitting the system with R- 134a. Labor hours and money that would be spent on component parts can be saved by using FRIGC vs R-134a when replacing R-12 in refrigerant systems, thus

significantly decreasing the vehicle out-of-commission rates.

MEEP test sites estimate a average savings of \$170 parts/materials and about \$100 labor by using one of these alternatives versus converting to R-134a in one standard vehicle A/C system (P/U, sedan, etc.) retrofit for R- 134a use. Considering the lack of recycling ability at shop level, cost analysis should be performed to determine cost feasibility.

NOTE: Under the new SNAP rule, all mobile air conditioning refrigerants require separate servicing port fittings unique to their product. This ruling, along with requiring labels identifying the refrigerant used, is intended to eliminate cross-contamination of air conditioning systems. Further, R-134a is the only alternative to R-12 that is approved for recycling.

MEEP 2: ET94-43 - Refrigerant Leak Detector

Model 16500 "Electronic Leak Detector," made by Robinair, Div of SPX Corp, Robinair Way, Montpelier OH 43543-0193, (419) 485-5561, is a hand-held unit with a stiff, flexible, 16" gooseneck probe to enhance one-hand operation; audio alarm and visual LED leak indicators; refrigerant selector switch allows choosing for R-12, 22, 500 and 502, or the newer R-134a; audio volume control; on/off and balance control switch.

With three or four different refrigerants authorized for use--all having different sensitivity ranges--it may be desirable to have one piece of test equipment for all, if possible. During the MEEP test, the product performed very well. It is lightweight, simple to operate, sensitive, and can detect the smallest leak. It has two sensitivity levels that can be used to detect a wide range of refrigerants, i.e. CFCs and HCFCs in Level 1 (R-12, R-22, R-500, and R-502), and in Level 2 HFCs (R-134a, HP 62, AC 9000,

AZ 20 and AZ 50), and it picked up the approved alternative refrigerant R-276, and we are sure it will also work with FRIGC.

Based on MEEP test results, Leak Detector Model 16500 by Robinair is recommended for Air Force use and can be procured using NSN: 4940-02-387-0948. Conversely, due to limited detection capabilities, Snap-On Model EELD101 Leak Detector does not adequately meet Air Force needs.

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VEHICLE OPERATIONS

Vehicle Operators Enter "The Thunderdome"

The Vehicle Operator Apprentice Course acquired its newly remodeled indoor training complex, affectionately nicknamed "The Thunderdome," on 17 January 1997.

The 17,000 square foot facility is designed to provide for various facets of training, even in the event of inclement weather. Each class spends 10 days in the facility learning forklift operations, proper cargo loading and lashing techniques, and tractor/trailer familiarization.

Over the last few months, many improvement initiatives have been implemented within the school. Instructors obtained several military design vehicles from the Defense Reutilization and Marketing Office to assist in adding realism for vehicle tie-down procedures and wrecker operations. Another new addition to the course is a dual wheel axle assembly from a military design vehicle. This affords students the opportunity to learn the difference between changing commercial and military design wheels. Utilizing the

Notice to Current Users of the U.S. Government National Credit Cards (SF149 and SF149A)

The General Services Administration (GSA) recently awarded a contract for a U.S. Government Fleet Services Card that will change the way the Air Force makes and pays for off-base fuel purchases.

The new Fleet Services Card will make it easier to purchase fuel and is accepted at more locations than any other electronic fleet fueling card. The SF 149/149a will expire on 31 May 1997 and will no longer be accepted at any fueling station. Guidance on ordering the new Fleet Service Cards will be provided to units during March 1997.

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benefit of Forney Army Airfield at Ft Leonard Wood, instructors now take students on a tour of the entire flightline while maintaining radio communications with the control tower. Students are introduced to and familiarized with control tower signals, Aerospace Ground Equipment, flightline driving practices, prevention of Foreign Object Damage, and emergency evacuation procedures.

We welcome visitors from the field and are eager for your feedback. Contact us for additional information.

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TRAFFIC MANAGEMENT

JPPSO-SAT Home Page Upgrades



If you're in the neighborhood of The Transformer on the World Wide Web, treat yourself and visit the JPPSO - San Antonio Home Page! We've

grown to include all sorts of useful information for the Transportation Community.

On our home page you'll find general information about the JPPSO, its commander, personnel, location, mission and much more. All the new content is provided with a consistent look and feel that makes navigating the Web pages a pleasure.

An entire section of the home page is dedicated to personal property shipments. You'll find:

- An on-line customer feedback section where you can send a compliment or problem directly to the JPPSO.
- Lots of good claims information, including Air Force Claims handouts.
- Listings of local moving agents - Many companies have their own home page or E-mail address.
- Listings of local TMO/ITO and claims offices with links to the base home page.
- Digital versions of "It's Your Move," "Moving your Mobile Home," and "Shipping Your POV." The POV pamphlets even include maps and instructions to all POV ports.

The Excess Cost Adjudication Function (ECAAF) division has added

three helpful papers which should be useful to all personal property counselors and their customers. These papers give hints on ways to avoid excess cost when shipping household goods, baggage, boats, and mobile homes.

Please direct any questions, comments, or compliments to
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Reducing Excess Costs in HHG Shipments

Several months ago, ECAF performed an informal analysis to determine the most common reasons for members filing rebuttals after receiving a bill for excess cost. We came up with a top 10 list of the common complaints. The information we came up with may give traffic managers some ideas to improve their counseling processes in personal property shipping offices. It's not feasible to provide all the top 10 reasons and provide associated comments in a single article, so we will spread them out over the next several issues.

The number one reason for member's rebuttals is low weight estimates received from the carrier, carrier's agent, and/or traffic management counselors. This is an all too familiar scenario: During initial counseling, members are often told to "just add up the number of rooms you have and multiply that number times 1,000 pounds." They are also often told that the carrier's agent will perform a pre-move survey prior to packing and pick up of their property. In the minds of those members we've just done two things: One, we've obtained an estimated weight of their property; and two, we've had the carrier's "expert"

validate their estimated weight and confirm they are within their weight allowance.

Time after time, we receive comments in rebuttal letters condemning the practice noted above. They feel a very real sense of betrayal and mistrust of the entire system, especially now that they are confronted with paying a large excess cost bill they cannot afford to pay. These members are certain they trusted the advice of professionals in the field of personal property movement and they were ill advised and misled.

How do we confront this issue as a professional organization, improve on the process, and maintain credibility? One answer is to stress the following points during the counseling process. First, the existence of excess weight cannot be determined until the official weight is established. Once a



shipment is packed, inventoried, loaded, and drayed to official scales, excess cost has been incurred. Second, estimates made prior to loading of the property or verbal opinions on whether the member's property will exceed an allowance are not binding and cannot be used to refute the officially recorded weight. Carriers are paid on the basis of GBL weights, as supported by certified weight tickets, and the member is responsible for all weight shipped in excess of his/her entitlement.

Need additional information? We've also provided a website with tips for avoiding excess cost when shipping personal property, boats, and mobile homes at <http://131.44.127.25/>.

Stay tuned for the remaining "Top 10" reasons for excess cost rebuttals.

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Traffic Management Apprentice Updated Training

The Transportation Schoolhouse at Lackland AFB is preparing to implement its latest version of the 3-level Traffic Management Apprentice Course. This updated training will incorporate AETC's Mission Ready Technician (MRT) program into the curriculum.

The objective of the MRT program for the TMO (2T0X1) career field is to train students to a higher apprentice level on a predetermined number of tasks, relieving field units of some of its OJT requirements. The two MRT tasks selected are: (1) Cargo Movement Operations System (CMOS) and (2) Woodworking.

At present, the TMO schoolhouse trains students on CMOS in the final cargo movement block of instruction. With the implementation of the MRT course, CMOS training will be integrated into the last 3 blocks of instruction. This will increase the students' proficiency and retention rate of the worldwide cargo movement computer system. Upon implementation of MRT, the training TMO apprentice-level students receive in both CMOS and woodworking will double.

The schoolhouse is currently rewriting the course and acquiring the necessary new/upgraded equipment. The first updated TMO MRT apprentice course will begin on 19 Sep 97 and will graduate in Dec 97.

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Turkish Customs, a View from Within

If you are trying to get your cargo into Turkey, there are a few words of caution to the logistician. You may ask yourself what is the problem? And why? This may be hard to believe, but there have been a few creative transporters in the past that have tried to 'break the code' or bypass the system through smuggling. Many shipments were frustrated, and our creditability tarnished. Don't get me wrong, the Turkish rules of the game haven't always been in our favor, but it's their ball park, gloves, bats and balls, etc.!

Now that your "choker has been yanked," I would like to reintroduce you to our old friend "beyanname," the Turkish customs system in which they monitor imports and exports of specific items, and also the Turkish General Staff (TGS), protector of Turkish sovereignty.

They ensure our compliance with Status Of Forces Agreement (SOFA) \North Atlantic Treaty (NATO), Defense Economic Cooperation Agreement (DECA) and combined task force operating agreements. TGS provides basic approval for shipments by providing a Turkish Defense Authorization (TDA) number for imports and exports. This is the "Achilles Heel" of clearing cargo into Turkey.

You might ask what cargo requires a TGS and TDA. Items identified on the Major Items of Equipment (MIE) list which are items such as, but not limited to, vehicles, engines, air conditioners, computers and weapons, etc. Cargo identified as MIE destined to "DODAAC FB5685" requires TGS approval. A TGS approval may also be required on cargo not on the MIE list. The MIE list is maintained by the 39th Supply Squadron.

All Cargo marked for "DODAAC FB5695" or "FB5411" (Operation

Northern Watch) requires a TGS approval and a TDA number. Cargo that fails to meet these requirements is frustrated and subject to an exorbitant customs and/or storage fees.

I don't want to mislead you to believe that clearing cargo into Turkey is an exact process. It isn't. Turkish custom is sometimes hard to understand and bureaucratic. Keep in mind that the TGS clearance process can be lengthy due to "Red Tape."

Also, the ability to distinguish 39th Wing aircraft parts and related equipment, e.g., War Readiness Spares Kits, from the Operation Northern Watch (ONW) has added to our dilemma. OOPS! There are no aircraft permanently assigned to the 39 WG, so whose cargo is it? Turkish customs have their own view, ONW. So, no TGS clearance. Result: frustration! Needless to say that the frustration of our MICAP parts has been threatening our mission effectiveness.

Also, I would like to take the time to remind you that the use of US Mail to ship government cargo is prohibited. Turkish Customs has always expressed a concern that "shippers" may use the APO to circumvent Turkish laws and regulations. The Turkish Government has tacitly agreed to allow us to send and receive personal mail and property through the APO. So, violators beware! Your actions threatens a very critical "Quality of Life" issue: our ability to communicate with "Home." This policy helps ensure that our mail is not subject to customs regulations.

You can help us by complying with the procedures provided. And I hope the additional information will assist you in understanding the sensitive nature of shipping cargo into Turkey.

So, how do you get your stuff to Turkey? Shipping cargo into Turkey is increasingly becoming "logistically unfriendly." Turkish customs officials

recently began enforcing stricter customs procedures for all cargo entering the country. To expedite customs clearance, shippers must include the clear text/descriptive nomenclature on the Advance Transportation Control Movement Document (ATCMD).

DOD 4500.32R (MILSTAMP) requires the NSN and Nomenclature be provided in the TX6 record utilizing record positions 67 through 79. This does not always allow sufficient space to insert a detailed nomenclature. To alleviate this situation, shippers should use TX9 records as required to ensure complete information can be provided to customs officials. General terms such as aircraft parts or generators are not acceptable terms. Please be more specific, i.e., circuit cards instead of aircraft parts. To expedite the in-country movement of Turkey shipments, the AF Air Clearance Authority will no longer approve Turkey-destined (DODAAC FB5685) shipments without a complete NSN and specific nomenclature provided with the ATCMD information.

If shipments are sent to the APOE without clearance, the shipment will be frustrated until proper documentation can be obtained. (The above information is a recap of AFMC LSO Wright Patterson AFB, OH, msg# R141215Z FEB. 97.)

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AF Transportation Wins Hammer Award for Mail-Like Matter Movement (M3)

The Hammer Award is presented to teams of federal employees who have made significant contributions in support of reinventing government

principles. The Award is Vice President Al Gore's answer to yesterday's government and its \$400 hammer.

During 1994, Air Force and Defense Logistics Agency (DLA) transportation personnel tested the movement of classified two-level maintenance (2LM) items between 2LM bases and DLA depots using FedEx. This project was known as Mail-Like Matter Movement (M3). It was conducted in response to customers wanting to find faster, cheaper, yet secure ways to ship 2LM line reparable units between 2LM bases and DLA depots. Prior to this test, shipments went by US Postal Service or dedicated truck.

Success of this project was measured in money savings and shipment reliability. At the end of the test, over 2,000 classified shipments had been moved without a single loss. Moreover, the Air Force and Defense Logistics Agency had avoided \$129,000 in costs. For the Air Force alone, 435 shipments were moved with an average savings of \$144 per shipment.

In November 1994, the Office of the Assistant Secretary of Defense, Information Warfare, Security and Counterintelligence (OASD C3I), based on the results of the M3 test, gave approval for Services to move classified cargo up to secret between DoD addresses in CONUS using the GSA domestic small package express carrier. The movement of classified cargo using the GSA domestic small package express carrier has now been written into DoD Regulations and Air Force Instruction 24-201, Chapter 7, Cargo Movement.

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World Wide Express

How can my local TMO get my high priority part delivered overseas as fast as possible? Your first instinct may be to get a 999 priority attached to it and send it through the AMC channel system. While this is a very viable option, if your mission depends on your part being there fast and on a day you determine, other options may be required. For several months, AMC has been designing a program called World Wide Express (WWX).

WWX is an international express small package service designed to provide the shipper a commercial express option for high priority parts. Currently, shippers use tenders for commercial express service. Tenders are AMC approved and provide the shipper an option if organic resources do not meet their needs. Although a great option, the shipper is not guaranteed service by the carrier. The WWX contract is legally binding, enforceable, and guarantees service. Customers have expressed a desire for express service that provides fast, door-to-door delivery that is time-definite. So, why not use the carriers who do this for a living and do it well. That's what we're after. WWX is a commercial service.

The program management team will consist of personnel from HQ AMC/DON (Aerial Port Operations Division) and HQ AMC/DOY (Contract Airlift). They are in the best position to respond to customer inquiries about the program as well as react to DoD specific situations.

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COMBAT READINESS

Special Assignment Airlift Mission (SAAM) Training Slides

Submitting a SAAM request is not an easy task. Strict format requirements must be followed in order for the request to flow directly into the airlift deployment analysis system computer. Requests with irregularities are segregated and require individual attention and time to correct the errors. Most individuals submitting requests receive little or no training. They are usually asked to, "take an old request and change the dates." They never quite know what the information means or how all the pieces of the puzzle fit.

HQ ACC/LGTRA has developed a comprehensive set of slides that can be used as a training aid for instructing individuals on how to submit a SAAM request. The slides are excerpts from DOD 4500.9-R, Part 1, Appendix C, broken down into step-by-step instructions so even we "transporters" can understand. They provide trainees with clear examples of what should and should not be included when submitting the request. It explains what DATASETS and FIELDS are, gives students examples of how DATASETS tie into one-another, and shows what each FIELD represents. Having these slides on hand while completing a request will give you detailed answers to just about any questions

Proper training is essential to ensure your requests are accurate. The less corrections or changes you make, the better your chances of receiving the AMC Incentive (10 percent discount) on SAAM cost. Initial feedback from ACC field units has been very positive. Students who have attended our quarterly Combat Readiness

Workshops indicated it was an extremely informative tool which gave them a much better understanding of the requirements and format for completing a SAAM request. We hope you'll be able to incorporate these slides into your unit training program.

You can view the SAAM Information on-line at:

<http://www.acclog.af.mil/lgt/lgt.htm>.

The PowerPoint slide presentation can be downloaded from The Transformer web site, from The Transformer area on the AFQI BBS, or by e-mail from the POC or the Transformer staff.

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Customer Expectation Meetings

We often think we know what our customers expect, but how can you really know unless you ask them straight out? We at Yokota have implemented "Customer Expectation Meetings." Here's how it works.

We teamed up with our LGTO counterparts, and each month we go

visit one of our 34 units. We sit down with them and discuss our performance. To aid in our discussions, we take along automated performance statistics, such as Vehicle In Commission, 0-24 turn time, return to shop rate, etc., for their unit and we show that performance as compared to the entire fleet. These tools visually show them how we're measuring up.

LGTO discusses utilization data, rotation data, requirements versus MEL, O & M costs, fuel consumption, etc.. We also present them with the opportunity to let us know where we can improve to help them complete their mission more successfully. The entire process only takes about an hour and benefits such as, improved relations, better operator care, and improved mission success are brought to bear.

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Simplifying the Criteria

It happened again! Went through another change of station and the Unit Self Assessment process was still

vague and hard to understand for the current Unit Self Assessment team. The ACCH 90-550 has really helped out, but it still hasn't brought the criteria home to most Transporters.

The information presented in Simplifying the Criteria is designed to give fellow Transporters a divisional style assessment guide. The tips and examples are built for Transporters to relate the criteria to their mission, much like the ACCH 90-550 does, just bring it closer to home.

In no way are we saying the ACCH 90-550 has not improved the process: it has made the criteria much easier to understand. Simplifying the Criteria is built to work hand-in-hand with ACC 90-550. Simplifying the Criteria will give you the intricate parts of assessing that other sources have not. The guide is built to do one thing: provide a comprehensive assessment of the units current capability documented in the format of Strengths and Areas for Improvement. The pamphlet is for, and about, Transportation and the team members who make the mission happen everyday. With shrinking budgets and shrinking manpower, this was my idea of accelerating the assessment process and Simplifying the Criteria.

The pamphlet was designed by SSgt Anthony Aubrey, 65th Transportation Squadron, Lajes Field, Azores. His reason for gathering the information was due to the great deal of confusion trying to decipher the criteria.

You can download this pamphlet from The Transformer web site, or from The Transformer area of the AFQI BBS. You can receive a copy by e-mail from the POC or the Transformer staff.

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Assignments Update

Due to a reduction in the PCS budget program, the HQ USAF/DP recently sent out guidance asking all Air Force general officers to help hold the line on discretionary PCS moves. He also stated that commanders at all levels should expect their people to serve a full tour and to fully exploit local opportunities before encouraging them to pursue a discretionary PCS.

You can expect an uphill battle if you request a time on station waiver or a DEROS curtailment. In general, such requests should be limited to selectively manned positions where no reasonable alternative is available.

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Improving Customer Service

Customer service is a "product" each organization generates. Think about it for a minute. It doesn't matter where you work--from the flightline to the front desk at the Langley Inn--each of us has at least one customer we serve and probably most of us have many customers (external and internal). The organization where you work is going to be identified with the type of customer service you produce every day.

Whether we give good customer service or poor customer service depends upon three key factors. Supervisors must set goals, provide training, and eliminate barriers to achieve world class customer service.

We each probably have memories of an especially bad example of customer service from a store clerk, salesman, or maybe even a fellow Air Force member. But did you ever take the time to think about why you didn't get or perhaps give the right help? Customer is, after all, helping people achieve their expectations.

Has your organization set goals for customer service and do your folks know what they are? Experts in world class organizations tell us measurable results are essential in goal setting. Can you follow up and measure success? Customer surveys, adding customer service indicators to the unit self assessment program, and just listening to your customers are wonderful ways to find out how things are going. Many squadrons have set up Customer Relations Councils to help focus on the customer. Ask, and you better believe folks will tell you if the food is cold, the part numbers hard to read, your airlift request late, or your personnel rude.

Measure your unit's customer satisfaction with a comparison program. How are you doing compared to other bases? Can you

benchmark against civilian organizations? Also, put everything in a time frame. Prescriptions filled per hour, transactions processed by minute, parts delivered per day, can all be performance standards to meet goals. Your challenge is to develop a squadron-based sound, systemic customer care program through careful evaluation and improvement cycles. Next, take a look at your training program.

One of the most common problems is failure to develop a training program that includes customer service. Attitudes and enthusiasm can be taught and built to enhance customer service at the same time technical knowledge is developed. Ever been to Disney World and marveled at the smiling and helpful people employed? Ever ask for directions at Busch Gardens from a park employee? Bet they have a training plan for customer service. Also, ask yourself if you have the right person for the job on the front-line, whether that may be the customer service counter, or the tool stock bench. Sometimes, we may be guilty of placing a trainee in that position with little ability to answer questions. If a person can't get his questions answered at the first level, is his or her only option the commander's hotline? Suggest a clear chain of command or other avenue be posted for resolving complaints if possible. A good customer service training plan can eliminate many recurring problems.

Once you have set your goals and trained personnel, then remove barriers to good customer service. Start from the outside of your building and work inside. Is the building design including parking and signs all working together to make it easy for customers to find you and get help? Observe some of the customer traffic on any given day and see if it is as simple as you think. Next, take a look at communications

systems and automation. Can your customers get through to you on the phone lines? If not, when was the last time your system was upgraded? Does your phone still use the hand crank? Or have you gone in the other direction and once that customer gets through, does he hit the dreaded automation twilight zone? Once you hear the same song more than once or that message that all lines are busy for the tenth time, you've entered the automation twilight zone. High tech shouldn't mean low service.

The future holds many challenges for customer service. It's time now to set goals, beef up training programs, and remove all barriers to good customer service. Also remember, the next time you receive service that just isn't up to par, it's your job to help fix it. Improving customer service is improving combat readiness for the warfighters.

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Officer Professional Development

One of the keys to future progression is career broadening. Captains need to aggressively pursue Crossflow opportunities after 4 years in their core AFSC. Normally the LG/CC or AMSS/CC initiates the Crossflow action and the Air Force Personnel Center coordinates/approves after ensuring the officer has sufficient time on station (4 years max.) to achieve Crossflow credit (24 months). Additionally, AFPC schedules the officer for the Crossflow Bridge Course.

Conversely, the Advanced Logistics Officer Course (ALOC) for Lt Cols (S) and Majors is scheduled by headquarters functional managers; this

course is required for award of the 21LX AFSC and we are in the process of filling slots for the remainder of FY97.

On a final note, we want to spotlight a great career opportunity for a transporter as the Director of Operations in an Air Mobility Support Squadron (AMSS). This is the #2 position in the AMSS responsible for C2, Maintenance, and Aerial Port functions--we need more volunteers for these 21LX positions before the rated community claim them as their own.

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OTHER ITEMS OF INTEREST

Enlisted Transportation Advisory Group (ETAG)

The Enlisted Transportation Community gathered at Eglin, FL for its annual meeting recently. This group of enlisted transportation specialists meets at the direction of the HQ USAF Director of Transportation (ILT) to discuss significant issues, priorities and policies. They provide advice and counsel to HQ USAF/ILT concerning the enlisted transportation community and resolve problems affecting the enlisted force and the overall transportation mission. They also provide recommendations and initiatives for future training needs, career progression trends, and information systems needs.

The 1997 ETAG was hosted by HQ AFMC's 96th Transportation Squadron at Eglin AFB FL. This year's ETAG was a complete success. An added plus to this year's ETAG was the participation of Brig Gen (S) Saunders, HQ USAF Director of

Transportation. Not only did her attendance add credence to the enlisted transportation community objectives, but it also helped give a "reality check" on the future of Air Force transportation. The General had a positive effect on the conference, and her sincere concern and support for the ETAG and its issues are appreciated.

The ETAG kicked-off with a mass general session of all the transportation specialties. This forum was used to provide cross-functional issues from the Air Staff that affect all the specialties. The briefings included information regarding Unit Type Code (UTC) structuring and the effects the UTCs have on Air Force Outsourcing & Privatization, Air Staff Reorganization, enlisted assignment procedures, and the Air Transportation Computer-Based Training system developed by HQ AMC. After the general session, the group broke into specific functional workshop areas.

Numerous topics were tackled in these workshops. Here are some of the highlights from each of the workshops.

In the 2T0X1, Traffic Management workshop, issues included looking at training and manpower issues. They addressed some specific concerns over forced cross-training for E-5s in the traffic management career field. There's a lot of work required to fix

this problem, but MAJCOM

representatives agreed to tackle this issue aggressively over the coming year. Also, they are working with HQ AMC, MSgt McDaniels, on obtaining the Air Transportation Computer-Based

Training system used by the 2T2X1 career field. Their plan is to work with the course developers to see if a

similar program can be developed for their career field.

In the 2T1X1, Vehicle Operations workshop, they addressed issues including Registered Equipment Management System (REMS) training, developing metrics to measure flight productivity, educating senior enlisted vehicle operators on the objective flight structure, vehicle replacements, vehicle operations automation efforts, official use policy, and vehicle maintenance licensing requirements. To resolve vehicle alignment and accountability shortfalls, the working group agreed to convene MAJCOM REMS training workshops to provide critical training to unit-level REMS monitors.

In the 2T2X1 Air Transportation workshop, the issues ranged from manning and training issues to a future look at where we as an enlisted transportation community want to be regarding training in 2010. With dwindling training dollars and resources, we need to develop a process to bring innovative training concepts to all transportation training programs. The discussion was to set priorities, adjust processes and prepare a vision for training the Air Transportation Specialist for the next century.

And the 2T3/4XX Vehicle

LITEPRO 570 In Focus Projection System

This machine is an asset to any organization that conducts classes or performs a lot of presentations. This machine is fully portable and can be used with or without a computer, because it comes with a built-in 3 1/2" disk drive. Also, it may be used in conjunction with a VCR.

The price of LITEPRO 570 is approximately \$6,000 and is well worth the investment.

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Maintenance workshop also addressed training—a real challenge because of the number of specialties, the number of advanced proficiency and mobile training courses, and geographically separated school locations. A decision on properly "managing" an engine oil analysis program was reached, and several real concerns with too-frequent taskings (TDYs) for a couple of the smallish maintenance specialties were raised and are to be studied for possible relief.

On the last day of the ETAG, the groups reconvened in a general session to outbrief each of the functional workshops issues. Following the outbriefs, Brig Gen (S) Saunders offered some closing comments, and another ETAG had come to a close.

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Celebrating 50 Years of Air Force Transportation

To celebrate the Air Force's 50th Anniversary, a transportation collage was unveiled 6 March 1997 outside the Director of Transportation's office at the Pentagon. The collage, titled "Air Force Transportation, Half Century on the Move", depicts the evolution of the various modes of transportation used through the years to support the Air Force mission, which have helped make it the powerful air and space force it is today.

The project officers, 1Lt Kathy L. Travis and TSgt Glen A. Stanley, from the 11th Transportation Squadron, Bolling AFB, worked many hours designing the collage. Special thanks to them and to the many units who contributed photographs.

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We're Not FEDEX/UPS

We transporters are a fairly tight knit group. With over 19 years in the vehicle maintenance career field, seven assignments to five different commands including two long tours and one remote assignment to my credit, I can tell you the transportation family is smaller than you think. Collectively, we are responsible for making the Air Force machine move on a global scale, every day, under any condition. Global Reach would be virtually impossible without dedicated transporters to process cargo, fix trucks, push pallets, coordinate PCS moves, and drive buses.

Recently, I've heard comparisons of



our transportation mission to that of commercial enterprises, namely FEDEX and UPS. The dialogue usually goes like this: "Well, FEDEX and UPS are worth hundreds of millions of dollars, and move cargo all over the world overnight. Why can't Air Force transportation be that good?" I don't know about you, but I am fairly incensed by the comparison of the Air Force transportation mission and capability to that of a commercial freight specialist, and especially to the insinuation that we Air Force transporters are not as good as them.

I have personally visited the Memphis Hub of FEDEX, and spent the day looking over their operation. It's big, it's impressive, they move lots of cargo, they get it there over night, and if they had our mission to perform, they would fail miserably and go bankrupt. Seriously. A commercial

freight company has a singular mission: to move massive amounts of mostly boxed cargo to many locations for forwarding to its final destination. That's it. I agree, FEDEX and UPS are probably the best in the world at what they do, but they don't have our mission.

The most impressive thing about FEDEX is what I didn't see or hear on my visit. I didn't see or hear one bullet whiz by my head. I saw no one living in tent cities. I saw no unimproved runways. I saw no airplanes being loaded with pallets bearing munitions, no outsized cargo, no rolling stock. I saw no one wearing a camouflaged uniform, and no gas masks. There were no vehicles with a common paint job, no spotless facilities, and no short haircuts. I saw no 18 year old high school graduates with 6 months total job experience maintaining their fleet of vehicles, no operators responsible for anything but going up and down on a loader and driving a pallet onto an aircraft. I saw no senior leaders trying to figure out how to make the taxpayers money stretch, no mobility planning, and I saw no one getting on airplanes and saying good by to a wife and children for a year so they could go move freight in a far off locale. I did not see the pride in the eyes of a mechanic who just fixed a K-loader with a hydraulic hose scrounged from an F-15 benchstock. I didn't see the willingness to work double or triple shifts to get the job done just because there was a job to do, and no one else to do it. I didn't see anyone handed a certificate in a blue plastic case as compensation for putting his life on the line while being paid minimum wage and struggling to feed a wife and two kids. I saw no one working on a vehicle, then picking up an M-16 and guarding a perimeter fence. The flightline was devoid of airplanes with oddly shaped weapons hanging from wing pylons, there were no passengers

getting on airplanes, and not one air drop platform. I heard no talk of humanitarian missions, national defense commitments, the United Nations, or keeping the peace in countries that don't have air strips.

There were many things I didn't see and hear at FEDEX. These things ingrained in me the idea that we transporters do more than move boxes from point A to point B. Our worth shouldn't be measured on a PowerPoint chart or a fiscal bottom line designated by green ink. Our main objective is not one of money, but of national security. Our satisfaction comes not from a big paycheck, but from a successful mission. We frequently lay our lives on the line, not to please a corporate stock holder, but to ensure our families have a free country to live in, and a way of life unmatched by any other nation.

Our core values, Integrity; Service Before Self; and Excellence In All We Do, are tested on a daily basis, and found to hold true. We are more than a transportation "company." We are singularly responsible for making the world's mightiest air and space force move. No civilian corporation has the resources to do our mission, not in equipment or dedicated personnel.

So, when you hear someone ask "why aren't Air Force transporters as good as FEDEX," tell them with pride, that we aren't as good as them because we're better than them. As we plummet toward the 21st century, our commitment to our values and our "bottom line" of national security will be tested, and I know we will continue to be the world's top transporters.

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AF Transportation Homepage Now Available for Your Viewing Pleasure

For those of you who have not yet heard or have not had the opportunity to visit the Air Force Transportation Homepage, we invite you to do so. The address for the homepage is <http://www.hq.af.mil/AFLG/LGT/ilt.h.tml>. Although the homepage has a super-long address, it will provide you with information about the structure of Air Force Transportation, roles and responsibilities of the Combat Readiness, Traffic Management, and Vehicle Divisions, the Express Delivery Reinvention Laboratory, and areas of interest for the transportation community.

Links are being added on a continual basis and new features are added as the capability to do so becomes available. One such feature being looked at is the capability to download files from the homepage, including Career Field Education Training Plans (CFETPs), Enlisted Transportation Advisory Group (ETAG) minutes and Charter, and copies of transportation studies performed by the Air Force Logistics Management Agency, as well as other agencies.

So come and visit the Air Force Transportation Homepage and let us know what you think. If there is something we can add which would be of benefit to the Air Force Transportation community, please let us know.

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Lunch and Learn Provides Food for Thought

How does a busy, young supervisor find time in a jam-packed schedule to

improve his or her supervisory skills? At the 325th Transportation Squadron, the answer is the fun-filled Lunch and Learn seminars developed by MSgt Daniel J. McKim.

A natural extension of the mentoring process, Lunch and Learn allows old pros to share their experience with young troops in an informal, no pressure format. From eleven to noon, every other Tuesday, aspiring supervisors carry their brown-bag lunch to the squadron conference center. While they are wolfing down their bologna sandwiches, an expert from within the organization provides the down and dirty details of supervisory survival. Topics presented so far have included SMSgt Joseph Entwistle's treatise on time management, MSgt Tommy Kirk's recounting of the role of the First Sergeant, and TSgt Dale Vicos' exposition of the Enlisted Performance Reports.

Knowing that every veteran supervisor has at least one good story to tell, the potential for future presentations is virtually unlimited. Lunch and Learn provides an organic alternative for today's financially challenging training environment. Management expertise does not reside solely in fly-by-night professional speakers. Sometimes the tastiest bits of professional advice are the ones you have grown in your own back yard.

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5 TRNS Responds to State Need

President Clinton declared North Dakota a disaster area when several blizzards hit the state in mid-January. Immediately, members of the 5th Transportation Squadron went into

action and responded to the call for help--and Operation Snow South began.

Traffic Management Office personnel worked hard to arrange movement of several oversize pieces of heavy snow removal equipment to surrounding areas. Vehicle Operations recalled and dispatched four vehicles to support a cadre of TEAM Minot personnel in their venture to assist and rescue North Dakota citizens.

Vehicle Maintenance provided three special purpose mechanics to ensure operation of all snow equipment throughout the entire operation in various locations in the state. The mechanics, SSgt Fay (operating out of Fort Yates, ND), A1C Neal (Steal, ND), and SrA Kirby (Lizbon, ND), stayed at their operating locations throughout the duration of Snow South.

The 5th Transportation Squadron also reacted swiftly to assist the humanitarian clothing effort for two local Indian Reservations hit hard by the blizzards. On Feb. 8, a 5th Trans cargo team downloaded 25,000 pounds of clothing from a C-141. The cargo team (Capt Ronnie Doud, TSgt Jeffery Emmert, SSgt Scott Pitton, SSgt Willie Richmond, and SrA Tony Bennett) offloaded the pallets of clothing onto flatbeds and prepped the cargo for the next stage of the journey--delivery to Fort Berthold and Turtle Mountain.

On 10 Feb., the first tractor-trailer loaded with three 463L pallets of clothes was delivered to Fort Berthold by SSgt Chris Morris, SrA Mike Moore, A1C Brett Hilfiger, and Amn Eric Coda. A second shipment of two pallets of clothes was delivered to Turtle Mountain on 11 Feb. The second team, led by TSgt Larue Jenkins, included SrA Brian Sweeney, A1C Scott Cunningham, and A1C Stephanie Green.

Transporters--responding to the call--both efforts exemplify the professionalism of the Air Force members stationed in the 5th Bomb Wing at Minot AFB ND.

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Transportation Softball Tournament

The 7th Transportation Squadron at Dyess would like to invite your squadron's softball team to a tournament. The games will be played on 4, 5, and 6 Jul (if necessary). The entry fee is \$150 per team and must be received no later than 20 Jun 97.

We will host a cook-out on 3 Jul to welcome everyone to Dyess. During the cook-out, there will also be a coaches' meeting. It is not imperative that teams be here for the cook-out and meeting, but all teams must be present for opening ceremonies on 4 Jul.

Billeting at Dyess may possibly be booked up during that weekend, so we have coordinated with some local hotels on giving group rates.

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Civilian "Transporter" Retires

On 30 January 1997, a retirement ceremony was held for Ms. Carol J. Clark, the GS-6 Secretary in the Aerial Port Operations Division, Directorate of Operations, Headquarters Air Mobility Command. Although she's not a "transporter" per a military designated AFSC, she worked in transportation her entire career--that amounts to 33 ½ years.

Ms. Clark has been a devoted federal service employee, who has given the Air Force so much of herself--from her outstanding performance, to her selfless dedication to duty. We'd like to thank Carol for her outstanding contributions and wish her all the best in her retirement.



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